

THE NEW SURGERY NEWSLETTER

Issue 17

Produced by the Patient Participation Group

June 2016

Electronic prescribing

Did you know we are now able to electronically send your prescription directly to a nominated pharmacy of your choice? If you would like more information on how to register for this please speak to a member of the reception team.

SYSTEM ONLINE

You can now order your repeat prescriptions and book or cancel appointments online via the practice website. Please speak to reception and they will tell you how to register.

A user friendly guide is available on the practice website:

www.thenewsurgery-brentwood.co.uk

Would you like to be able to see your doctor or nurse sooner?

A large number of patient consultations with a doctor or nurse are wasted each month because patients fail to contact the surgery to cancel their unwanted appointment. The number involved is equivalent to losing one doctor for a whole week every month.

If you are unable to keep your appointment, or no longer require it, please help us to help you by informing us.

You could be one of the patients unable to get an earlier appointment.

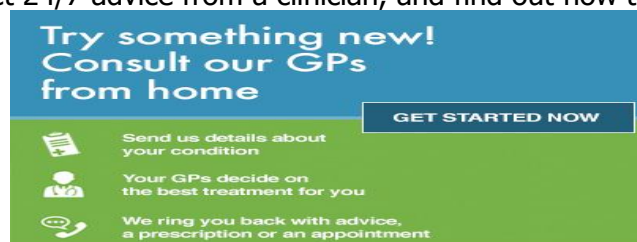
Please telephone the surgery to cancel any unwanted appointment.

Consult with your GP Online

Patients can now consult with their GP via the practice website: patients registered at The New Surgery/Brambles practice can access this via the practice website

www.thenewsurgery-brentwood.co.uk

By using this service you are able to request treatment and advice from your GP by filling out a simple online questionnaire, get 24/7 advice from a clinician, and find out how to manage your condition.



The graphic features a blue header with the text 'Try something new! Consult our GPs from home' and a 'GET STARTED NOW' button. Below this, on a green background, are three icons with corresponding text: a document icon for 'Send us details about your condition', a person icon for 'Your GPs decide on the best treatment for you', and a telephone icon for 'We ring you back with advice, a prescription or an appointment'.

Did you know?

Your local pharmacist can offer you advice and treatment for the following conditions –

- skin conditions, such as mild acne and mild Eczema coughs and colds , including nasal congestion and sore throat
- minor cuts and bruises
- constipation and hemorrhoids (piles) Hay fever and allergies
- aches and pains, such as Headaches, earache, period pain, back pain and teething
- indigestion, diarrhoea
- threadworms, thrush,
- warts and Verruca's, Mouth ulcers and Cold sore, athletes foot, Nappy rash

THE NEW SURGERY NEWSLETTER

Produced by the Patient Participation Group

Out of Hours Emergencies

Health advice is available 24 hours a day by telephoning **111** or online at www.nhs.uk

When the surgery is closed in case of emergency please telephone **01277 218393** and you will automatically be diverted to the out of hours service. On a Saturday morning between the hours of 8.30am and 12.30pm, to contact the out of hours service please ring **111**

MINOR INJURIES

The Minor Injuries Unit at Orsett Hospital is open Monday to Sunday, 10 am to 8pm, doors close at 7.30pm. Only emergencies are seen after 7.30pm.

On the last Thursday of each month the department is closed at 6.30pm to facilitate regular training updates. The unit is closed on Christmas Day and Boxing Day - open all other Bank Holidays.

Dr Burgess

Dr Burgess will be returning from Maternity leave in August 2016.

Do we hold your current contact details?

Please ask at reception for a form to complete if you have recently changed your address or telephone number.

It would also be helpful if we could have your mobile telephone numbers as we now send text message reminders for all appointments.

Important Announcement - Dr Nasif

Following her recent 6 month sabbatical, Dr Maysoon Nasif has regrettably decided not to return to the practice.

Her existing patients will be distributed amongst the remaining partners and those affected patients will be advised of their new allocated GP by letter, you will receive this by 20th May 2016.

Patient Views via Email

In collaboration with our Patient Participation Group (PPG) we would like to encourage as many patients as possible to give their views about how the practice is doing. If patients would like to provide their email addresses we will be able to contact you from time to time to share important information about the practice with you and to ask for your views and comments. Your email address will not be visible to other people.

If you are interested please pass you name and email address to the reception team who will pass your details on.

Your contact details will only be used for this purpose and will be kept safely.

News Update

Reception area plans - To improve confidentiality in the reception area, the practice have updated the reception area.

Nurse Practitioners - The practice has employed two nurse practitioners in the hope that this will reduce appointment pressure.